

From: Cole Stutz/=TMS/Toyota.

Sent:4/17/2009 12:46 PM.

To: [ - ] Gary Heine/=TMS/Toyota.

Cc: [ - ] Mike Robinson/=Mobile/Toyota.

Bcc: [ - ] .

Subject: Re: Fw: Toyota PQSS Executive Summary through April 11, 2009.

Not the 1st and there will be more in the future:

xA Overall

Charcoal Canister (Document ID 1201926) A 2006 xA owner with 46,000 miles says that the vehicle recently failed an emissions test because of the charcoal canister. The owner located a related TSB, but is apparently being quoted \$650 because the vehicle is out of warranty.

Cole Stutz  
Product Engineer  
Quality Assurance - Powertrain  
Product Quality & Service Support  
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If you are not an intended recipient of this email, please notify me that you have received this email in error. Then, please destroy all copies of the email. Thank you.

Gary Heine/TMS/Toyota

04/17/2009 12:39 PM

To Tom Steger/TMS/Toyota@Toyota, Cole Stutz/TMS/Toyota@Toyota, Andrew Curtin/TMS/Toyota@Toyota, Mike Robinson/Mobile/Toyota@Toyota, Jaime Angulo/TMS/Toyota@Toyota, Craig Parker/TMS/Toyota@Toyota, John Stover/TMS/Toyota@Toyota, Tim Davis/TMS/Toyota, Nobu Takeda/TMS/Toyota@Toyota, Scott Stewart/TMS/Toyota, Kirk Forsht/TMS/Toyota@Toyota, Michael Hartke/TMS/Toyota@Toyota, Nathaniel Molgren/TMS/Toyota@Toyota, Dereck Sessions/TMS/Toyota, David Jusko/TMS/Toyota@Toyota  
cc

Subject Fw: Toyota PQSS Executive Summary through April 11, 2009

Regards,  
Gary Heine  
Quality Assurance Powertrain Manager  
Toyota Customer Services Division  
O- 310 468 2521  
C- 310 977 0860  
F- 310 381 7783

----- Forwarded by Gary Heine/TMS/Toyota on 04/17/2009 12:39 PM -----

"Colacurcio, Joe" <Joe.Colacurcio@nielsen.com>

04/17/2009 09:52 AM

To <greg\_bryan@toyota.com>

cc "Randy\_Wagner@toyota.com" <'Randy\_Wagner@toyota.com'>, "Jeff\_Northrup@toyota.com" <'Jeff\_Northrup@toyota.com'>, "craig\_erickson@toyota.com" <'craig\_erickson@toyota.com'>, "matt\_allen@toyota.com" <'matt\_allen@toyota.com'>, "brian\_lyons@toyota.com" <'brian\_lyons@toyota.com'>, "Randy\_Reida@toyota.com" <'Randy\_Reida@toyota.com'>, "Howard\_Abrahams@toyota.com" <'Howard\_Abrahams@toyota.com'>, "Russell\_Suzuki@toyota.com" <'Russell\_Suzuki@toyota.com'>, "Mike\_Robinson@toyota.com" <'Mike\_Robinson@toyota.com'>, "Gary\_Heine@toyota.com" <'Gary\_Heine@toyota.com'>, "Bob\_Nagai@toyota.com" <'Bob\_Nagai@toyota.com'>, "Tom\_Krembs@toyota.com" <'Tom\_Krembs@toyota.com'>, "michael\_jarboe@toyota.com" <'michael\_jarboe@toyota.com'>, "Tom\_Kim@toyota.com" <'Tom\_Kim@toyota.com'>, "Charles\_Lee@Toyota.com" <'Charles\_Lee@Toyota.com'>,

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Subject Toyota PQSS Executive Summary through April 11, 2009

Good afternoon,

Attached, please find the Toyota Quality Executive Summary report reflecting data from March 29, 2009 – April 11, 2009. The reporting site (<http://toyota.reports.buzzmetrics.com/main.asp>) has been updated with this latest information.

Toyota

4Runner Current Generation

- "Lunge" Issue
- Transmission Failure
- Sunroof Mechanism Rattle/Noise
- Driveline Clunk
- Brake Pad Replacement

Avalon Overall

- A/C Light Is Out

Camry Current Generation

- Power Loss While Driving
- VVT-I Oil Line Leak

Camry Previous Generation

- "Gurgling" Noise, Stripped Head Bolts
- Power Steering Pump

Camry Solara Overall

- Air Fuel Sensor
- OEM HID Headlights
- Plastic Undercarriage Parts

Corolla Current Generation

- EPS/Steering Issues
- RPMs Drop/Idle Issues
- Brake Problems/ "Glazed Rotors"
- Build Quality/Delivery Prep

Corolla Previous Generation

- Drivability Issues
- Hard Seats/Suspension

Highlander Hybrid Current Generation

- Steering Wandering

Highlander Current Generation

- Premature OEM Tire Wear
- Moonroof Noise

Highlander Hybrid Previous Generation

- Inverter Failure
- Vibration, Warning Lamps Illuminated

Land Cruiser Previous Generation

- Frame Rust

#### Matrix Current Generation

- Stereo Display and Button Malfunction
- Oil Leak from Bad Washer
- "Jerk" When Slowing Down

#### Matrix Previous Generation

- Headlights Will Not Work
- Catalytic Converter – Code P0420
- Transmission Slipping

#### Prius Current Generation

- A/C Mold or Smell Issue
- HID Problems
- Potential Brake Problems
- Coolant Control Valve/Cooling System
- MFD Failure
- "Unusual" Water Leak

#### RAV4 Current Generation

- VVT-I Oil Line Leak
- Roof Rack Rattles
- Intermittent No-Start Condition
- Valve Spring Problem
- Throttle "Sticks" in Wide-Open

#### Sequoia Current Generation

- Vibration at Highway Speeds
- Disappointed in NAV
- Seat Track/Bracket Rust

#### Sienna Current Generation

- Transaxle Replacement
- Excessive Tire Wear

#### Tacoma Current Generation

- Transmission Problems – Failures, Slipping, Surge
- Surface Rust on Frame
- Crankshaft Main Bearing
- Acceleration Vibration
- Idle/Low RPM Vibration
- Soft Brake Pedal

#### Tacoma Previous Generation

- Frame Rust

#### Tundra Current Generation

- Engine Problems
- Lug Nut, Bumper Rust
- Driveshaft/Vibrations
- No-Start
- Numerous Problems, Traded for F-150

#### Tundra Previous Generation

- Brake Booster Failure

#### Lexus

##### ES 330 Overall

- Power Mirror Motor

##### ES 350 Overall

- Camshaft Replacement

- Excessive Rattles
- Steering Wheel Shimmy
- Park to Reverse Shift Clunk

GS 430 Overall

- Door Sill

GX 470 Overall

- Transmission Slipping and Clunk

IS 250 Overall

- Recalls Performed
- Transmission Noise
- Sudden Acceleration
- Rough Shifting

IS 350 Overall

- Leak from A/C Housing
- Engine Rattle
- Head Gasket Leak
- Excessive Tire Leak

LS 430 Overall

- Parking Sensor Malfunction
- Steering Wheel Vibrations

LS 460 Overall

- Excessive Wind Noise
- Windshield Cracks
- Radiator Leak

RX 330 Overall

- Radiator Leak

RX 350 Overall

- Windows Rattle
- White Dust – Evaporator Core

RX 400h Overall

- Possible Mold in A/C System

Scion

tC Overall

- Brake Pad and Caliper Replacement
- Paint Spots from Dealership

xA Overall

- Charcoal Canister

xB Overall

- Latch Rattle

xD Overall

- Steering Wheel Vibrations

Please let us know if you have any questions.

Thanks,  
Joe Colacurcio  
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